



In December 2008, the Red Rose Quilter's Guild of Lancaster County, Pennsylvania donated 33 handmade quilts to the Coatesville VAMC OEF/OIF Program. Again, in March 2009, we received another generous donation of 35 quilts. The quilts were delivered by John McClun, retired Army SFC and Pete Eshelman, retired Navy Senior Chief. Both are part of the Goldwing Road Riders Association, Pennsylvania Chapter B. The quilts are greatly appreciated by the Veterans and give them some of the comfort of home while here in Coatesville VAMC.

The TBI/Polytrauma Team at Coatesville VA

The wars in Iraq and Afghanistan have created an increased need for VA services of all kinds. In this note, we'll discuss the TBI/Polytrauma team.

Each war has been noted to have "Hallmark Injuries", and these wars are no different. Currently we see Veterans with Traumatic Brain Injury or TBI (Concussion) and Post Traumatic Stress Disorder or PTSD as two of the most common problems for those who are returning. Polytrauma simply refers to Veterans with any complex of more than one injury - to include Psychological Injuries.

This situation has created a need in the VA system of healthcare to better assess and treat these injuries. And, that led to the creation of the TBI/Polytrauma Team. Each VA now has a team in place.

Here at Coatesville, our team consists of program coordinator, Dr. David Richards, physical medicine doctor, Dr. Pushpa Thakrar, neuropsychologist, Dr. Donald Dow, speech pathologist, Dr. Cleavonne Stratton, physical therapist, Robert Nelson, physician assistant, Randy Truitt, and two social workers, Stacey Castel and Alan Reiland. They have all completed additional training to better perform this function.

The team presently meets with Veterans who have been referred based on a screening mechanism which indicates the need for further evaluation. Each Veteran will see the team coordinator, the physical medicine doctor, and the neuropsychologist who will all contribute to the ultimate diagnosis based on a Team Conference meeting.

If the Veteran has tested positive for TBI or Polytrauma; then, other processes are initiated to assist that Veteran in obtaining the needed medical, psychological, and sociological treatment and assistance.

Check out these new online resources:
www.oefoif.va.gov – A national resource for OEF/OIF Veterans.
www.paveterans.state.pa.us – A website that details what the state of Pennsylvania is doing for Veterans.

ENROLLMENT AND ELIGIBILITY

ENROLL NOW- IT ONLY TAKES A FEW MINUTES! You can inquire about your eligibility and enroll for benefits by visiting Room B10A in Building 2. You can also call 610-384-7711, extensions 5034 or 5008 if you have questions. Some of our clinics have evening hours on Wednesdays.



Dear Veteran,
Thank you for saving thousands of lives. I am thankful for all the things you have done for the United States. Thank you for making the world a better place. Thank you for all the hard things in that you've done. Thank you for risking your life for all of the United States.

*Student from
East Goshen
Elementary School*

Need help managing your appointments?

AudioCARE is a patient communication system that provides scheduling access 24 hours a day, seven days a week. We've recently added some new features to make managing your appointments even easier! It's simple – using AudioINQUIRY™, you call us. Using AudioREMINDER™, we call you.

Using AudioINQUIRY

- You will have access to updated information about the date, time and location of your scheduled appointments for the next 30 days.
- Call 610-380-4357 or 800-290-6172 (option 3), enter your social security number and follow the prompts.
- You can confirm, cancel or reschedule your appointments.
- You can hear a complete list of all your appointments.

Using AudioREMINDER

- You will receive a phone call reminder of an appointment scheduled in the next three days.
- You can confirm, cancel or reschedule your appointment during this call.
- You will receive a detailed voice mail message if you are not available.

OPERATION ENDURING/IRAQI FREEDOM

Quarterly Focus Group

The OEF/OIF Focus Group enables returning service members and their families to openly and honestly talk about their feelings and opinions pertaining to VA's health care services. The purpose is to get your opinion, rather than give you information. We would appreciate your involvement in this forum. Our next meeting is May 20th at 5:30pm in Building 57, Room 150. Refreshments will be served. Please call Alan Reiland at 610-384-7711, extension 6820 to register or if you have questions.

Help Is Only A Telephone Call Away!

It takes the courage and strength of a warrior to ask for help...If you're in an emotional crisis call 1-800-273-TALK and Press 1 for Veterans.

www.suicidepreventionlifeline.org

EXTENDED HOURS OF OPERATION

We have extended our hours of operation in the Mental Health Clinic. For additional information on evening hour appointments please call: 610-384-7711, extension 6833.

COATESVILLE VAMC'S OPERATION ENDURING/IRAQI FREEDOM STAFF

Stacey Castel, Program Manager
610-384-7711, extension 6817
Alan Reiland, Case Manager
610-384-7711, extension 6820
Wendy Sherwin, Enrollment
610-384-7711, extension 5034
Bettye Thomas, Enrollment
610-384-7711, extension 5008

EXTENDED BENEFITS FOR COMBAT VETERANS

Currently enrolled Veterans who were discharged from active duty on or after January 28, 2003 are eligible for enhanced benefits for five years after discharge. If you would like more information, please call us at 610-384-7711, extension 5034 or 5008.

WELCOME HOME AMERICAN HERO

Save the Date

for the 3rd Annual OEF/OIF Welcome Home Celebration which is going to be held on Saturday, August 29th from 10am-2pm at the Coatesville VAMC.



**Coatesville
VA Medical Center
was recently ranked #2
out of 153 medical centers nationwide
for Overall Outpatient Satisfaction
for 2008.**

We are very pleased that you are so happy with your care, and we thank you for taking the time to complete our survey.

It is an honor and privilege to serve you.